

Customer Service Advisor

Would you like to join one of the most exciting sales and marketing teams in Scotland at a time when food, farming and the environment have never been more important?

Representing some 9,000 farmers and crofters across the country, NFU Scotland is the nation's leading agricultural lobbying organisation. Our mission is to promote and protect the interests of Scottish food, farming and crofting by influencing government, the supply chain and engaging with consumers.

To achieve this aim, NFU Scotland works across a dynamic and diverse range of print, online and social media.

About the role

We have a very exciting opportunity within our Sales & Marketing team, for someone with great customer service skills and a can-do attitude who will go that extra mile for each of our members.

About You

- The ability to multi-task
- Excellent problem-solving skills
- To always hold a professional and positive manner
- Strong organisational skills
- Excellent communication skills, both verbal and written
- Excellent telephone skills
- A desire to help people with the ability to produce a consistent standard of work each day
- Previous experience working in a customer-centric environment
- A desire to contribute to the success of the team

A good communicator with excellent telephone skills, you should have a desire to help people and to produce a consistent standard of work every day. Ideally, you will already have experience working in a customer-centric environment and have a desire to contribute to the success of the team.

Your role will be to:

- Making and receiving a range of inbound and outbounds calls to and from members, partners, and external organisations.

- A range of other admin duties are managed by the team, with proficiency in Microsoft Word, Excel PowerPoint, and Publisher
- Updating our membership system to log member calls and ensure a successful conclusion to the various enquiries.
- Taking payments over the phone for membership subscriptions and requesting payments from overdue subscriptions.
- Attendance at events as and when required (this may require overnight stays).
- Knowledge of Facebook, Twitter and Instagram and to assist with updating these social media platforms on a regular basis.

You will be part of a fantastic team and have the confidence to work independently and to tight deadlines.

What's on offer:

- £19,000 circa (Salary commensurate with demonstrable knowledge and competence)
- 24-month Fixed Term Contract
- Monday – Friday 9:00am and 5:00pm
- Hybrid working
- Immediate start date
- Generous 38 holiday entitlement per annum (including Bank Holidays)
- Employee Assistance Program (EAP)
- Generous contributed pension
- Free onsite parking
- Membership of NFU Scotland, giving access to a range of discounts.

You will be based in NFU Scotland's Head Office in Ingliston (near Edinburgh Airport), and a current driver's license and car is essential for this role due to the location of the office.

To apply: If you feel you have the necessary skills and experience to be successful in this role, please send an up-to-date copy of your CV and a covering letter for consideration in the first instance to Alison McLean at recruitment@nfus.org.uk.

Closing date for applications is Friday, 1 July 2022 and interviews will take place virtually via Teams at an agreed date and time the following week.